

Library Technical Assistant II

NATURE OF WORK:

Positions in this classification perform general paraprofessional work of a varied nature at the library. Work is performed under the supervision of the department manager, and according to established Flathead County Library System core values, policies and procedures. Work performance is reviewed for the demonstrated knowledge and acceptance of FCLS and Flathead County policies and procedures as well as the FCLS core values.

DISTINGUISHING CHARACTERISTICS

Library Assistant II positions are distinguished from Library Assistant I positions by the level of additional responsibility beyond circulation duties, such as planning and implementing library programs.

PRINCIPLE JOB PRIORITIES/REPRESENTATIVE EXAMPLES OF WORK

(Not all inclusive and may be modified at any time.)

1. Assists library customers in person, on the phone, and via email
2. Informs and assists library customers with research activities using reference books, the Internet, magazines, and the library's book collection
3. Assists in the planning and implementation of children's storytime, teen or adult programs
4. Assists customers in using the library's computers and other equipment, and in locating materials
5. Technical Processes: provides technical support in the acquisition, receipt and processing of library materials for public use.
6. Circulation: customer interactions including check-in/check-out, and processing of applications; readying materials for shipment to Partner libraries and other branches, etc.
7. May oversee and direct the work of volunteers and shelvers
8. Assists with upkeep of the library including shelving of materials, shelf reading, and general cleanliness
9. Attends monthly All-Staff meetings
10. Achieves Montana State Library certification within four years

SELECTION FACTORS

(These factors will be the basis for selecting the most qualified applicants to be interviewed. Applicants selected for employment must satisfactorily demonstrate possession of these factors during and after a prescribed probationary period for continued employment.

Knowledge of:

- standard library reference tools including the online catalog, internet and databases
- established library methods, techniques, services, and materials

Skill in:

- research techniques and cognitive reasoning
- the use of computer technologies, including MS Office Suite software and the Internet
- computer keyboarding
- written and oral communication
- basic math including counting money and making change

Ability to:

- establish and maintain effective working relationships with supervisor, co-workers, and library customers
- acknowledge and accept differences in a diverse work environment
- work both independently and collaboratively
- remain flexible and positive in an environment of constant change
- accept responsibility for outcomes of actions and focus on personal growth
- perform routine reference and reader's advisory work
- perform clerical and library tasks effectively and according to established procedures and with attention to detail
- communicate effectively and respectfully, patiently and courteously with coworkers, customers, and other community members
- periodically provide guidance to volunteer or student help
- accept and adhere to Flathead County Library core values, policies and procedures
- work a varied schedule including nights and weekends at any library location

GENERAL RECRUITMENT INDICATORS:

(Person applying for a position in this class should have the following experience and/or training)

1. 4-year college degree and one year of experience in a library or other customer service setting with considerable public contact
2. Desire to work with the public is essential; must be comfortable working with people of all ages, from children and teens to senior citizens, individually and in groups
3. Any equivalent combination of education, experience and training which indicate possession of the knowledge, skills and abilities listed
4. The ability to lift and carry up to 50 pounds.
5. Must have a valid driver's license and means to travel to branch libraries; working in any of the branches may be necessary depending on assignments and needs of the library.

The statements in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the work load.

Action
Adopted

Date
04/27/10

Reference
Commissioners' Minutes